

Serving South Carolina's Veterans for more than

YEARS

85

2018 Annual Report





INTEGRITY
COMMITMENT
ADVOCACY
RESPECT
EXCELLENCE

WM. JENNINGS BRYAN DORN VA MEDICAL CENTER

...will be recognized as a leading medical center for Veterans in South Carolina and one of the best Veteran Health Care Systems in the nation. We will lead from the front in areas of efficiency, innovation, quality, patient-centered care, and employee satisfaction.

HONORING VETERANS





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Angelia Scott

DIRECTOR
David L. Omura, DPT, MHA, MS

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CHIEF OF STAFF
Bernard L. DeKoning, MD

EXECUTIVE LEADERSHIP

2016-2017

We're building a better future for our nation's finest heroes

I would like to begin by emphasizing what an absolute honor it is to serve our nation's heroes. If it were not for these selfless individuals, we would not have the freedom we all enjoy today. We can should never forget that freedom comes at a great cost.

At the William Jennings Bryan Dorn VA Medical Center, we are privileged to care for those men and women who have stepped forward to ensure the protection of our country. It is our mission to provide these brave men and women with the best possible health care.

This 2018 Annual Report outlines some of the ways in which we are working to continually improve the health care we provide for our Veterans.

My staff and I look forward to working together with our community partners, which include the Midlands Veteran Engagement Council, the Upstate Veterans Alliance Network, the PeeDee Veterans Advisory Council, and dozens of other organizations.

Plans are in place for many expansions and new buildings on the Columbia campus and around the state. Some of these projects include new facilities in Rock Hill, Orangeburg, Sumter, and Florence, which are currently approved and in the design phase.

In addition to these enhancements in the CBOCs, we will have a new parking garage under construction in the next six months at our main campus in Columbia. We will also have new buildings



including: a mental health center, a Fisher House for patients' families to stay at no charge, a prosthetics center, a new perimeter fence, a police headquarters building, and the renovation and restoration of the historic building 10 as a primary care annex. In our current main facility, projects underway include a mental health

inpatient unit and the OR suite renovation.

With these exciting new improvements, the face of the Columbia campus will change significantly in the near future and will allow us to continue to improve services while also providing a better experience to our Veterans.

Thank you for the opportunity and privilege of providing the best possible health care to one of the most deserving groups of people in our entire nation – our Veterans. I see this as one of the highest callings in government, short of serving in the military; and I look forward to continuing the momentum and improving the lives of our Veterans.

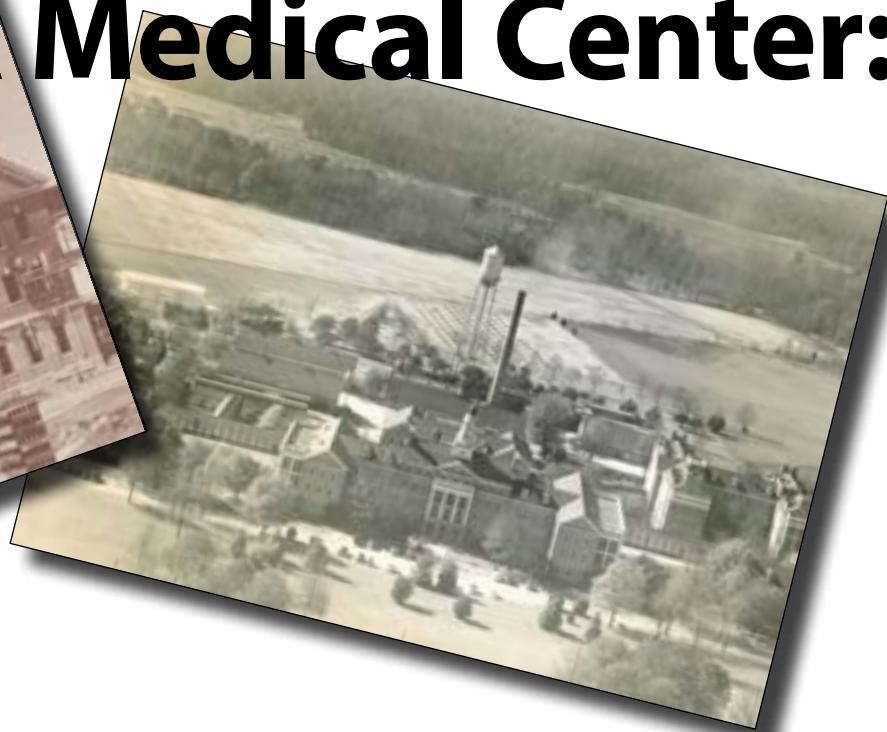
I am committed to taking care of our Veterans and so is my staff, but we're not always able to do it alone. We need your help too. Together we can all be part of making our healthcare system the best.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Omura'.

David L. Omura, DPT, MHA, MS
Columbia VA HCS Director

Columbia VA Medical Center:



The William Jennings Bryan Dorn VA Medical Center is a historic hospital complex and national historic district located in Columbia, South Carolina. It was added to the National Register of Historic Places in 2009.

The campus encompasses 19 contributing buildings and a covered walk. Most of the oldest buildings are two- to three-story brick structures and feature a Georgian Colonial Revival

architectural style. The original buildings are dated to 1932, with additional buildings completed in 1937, 1945, and 1946.

A major expansion occurred in the 1970s. The expansion includes the hospital, research, dining, and residential buildings.

The Columbia VA became affiliated with the University of South Carolina School of Medicine in May 1975.

Also in 1975, a satellite outpatient clinic was opened in Greenville, South Carolina to extend medical care and benefits.

On August 28, 1978, President Jimmy Carter signed Public Law 95-353 officially naming the Columbia VA Hospital as the "William Jennings Bryan Dorn Veterans' Hospital."

Wm. Jennings Bryan Dorn - the man and the namesake

William Jennings Bryan Dorn was born near Greenwood, S.C., April 14, 1916. He first served the state of South Carolina at the age of 23 in the state House of Representatives from 1939 to 1940. In 1941 to 1942, he served in the state Senate.

However, in 1942, Dorn enlisted

in the Army Air Corps for the duration of World War II when he was honorably discharged as a corporal.

Less than two years later, Dorn was elected to the 80th Congress as a Representative for the states of South Carolina. Dorn served intermittently from January 1947 until December 1974.



serving Veterans since 1932

The Columbia VA Medical Center, also known as the William Jennings Bryan Dorn VA Medical Center, is undergoing a transformation to accommodate its growing patient population and defined mission.

We have developed an innovative approach to provide personalized health care grounded in mutually beneficial partnerships between health care providers and patients and their families.

Veteran- and family-centered care consists of a collaborative and comprehensive approach to providing care

and decision-making, including the Patient Aligned Care Team (PACT) Initiative. Long-term goals of PACT are:

(1) to provide improved access including alternatives to face-to-face primary care to meet Veteran needs and expectations,

(2) to provide seamless coordination of care within VA and with non-VA providers; and

(3) to redesign primary care practices and team roles to facilitate a patient centered culture of care.

The care team considers all aspects of the Veteran's health, with an em-

phasis on prevention and health promotion and care coordination through the collaboration of providers, Veterans, and their families.

Evidence-based programs are being developed for integration into the care of the Veteran and address the nine core health promotion disease prevention messages:

Veteran health care is delivered in a variety of modalities, corresponding to individual needs and preferences. The use of secure messaging and telephonic visits is utilized in all Primary Care PACT teams which has facilitated better communication with Veterans between their primary care provider, RN case manager, pharmacist, or Tele-MOVE! Coordinator.

Shared Group Medical Appointments are available for Veterans with diabetes, chronic pain, chronic diseases, and women Veterans with hyperlipidemia.

With an ever-growing patient population, physical space has increasingly become an issue. Several significant construction projects are in progress which will increase capacity and improve the services provided to our Veterans: A state of the art boiler plant and solar panel covered parking areas have already been completed and are operational.

The Columbia VA Medical Center recently broke ground for a new multi-million-dollar garage which will support about 278 vehicles once completed. The facility was also approved for more than \$80-million in new construction and renovation projects in addition to the new garage project. Most of these projects are scheduled to begin later this year or the first part of 2019.





Holistic care for our nation's heroes

The Columbia VA Medical Center is a level 1-C teaching hospital working with organizations like the University of South Carolina - School of Medicine, Midlands Technical College, Greenville Technical College, Palmetto Health, and nearly 150 other schools and institutions.

The facility provides a full range of patient care services, with state-of-the-art technology, education, and research.

Comprehensive health care is provided through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, cardiology, neurology, oncology, dentistry, as well as geriatrics and extended care.

The Columbia VA is fully accredited by The Joint Commission, an independent, not-for-profit organization, which certifies nearly 21,000 health care organizations and programs in the United States.

The facility is accredited by the American College of Surgeons and the Commission on Accreditation for Rehabilitation Facilities in the Health Care for Homeless Veteran Program, the Psychosocial Rehabilitation and Recovery Care, Outpatient Interdisciplinary Pain Program, and the Mental Health Intensive Case Management program.

Pathology and Laboratory Medicine is accredited by the Commission on Laboratory Accreditation of the College of American Pathologists. The most recent CAP review was conducted in July 2016. A Long-Term Care Institute unannounced survey was conducted in the Community Living Center October 2016.

Pathology and Laboratory Medicine at Dorn VAMC has a Molecular Pathology Section that uses polymerase chain reaction (PCR) technology to perform the following assays: HIV Viral Load, HCV Ultraquant, HCV Genotype, CT/NG and HPV. In addition to Dorn and its affiliated CBOCs, the PCR Lab offers testing to VISN 7 facilities.

Fiscal Year 2017



1,078,839

Outpatient Visits



82,475

Veterans served



8,425

Female Veterans served



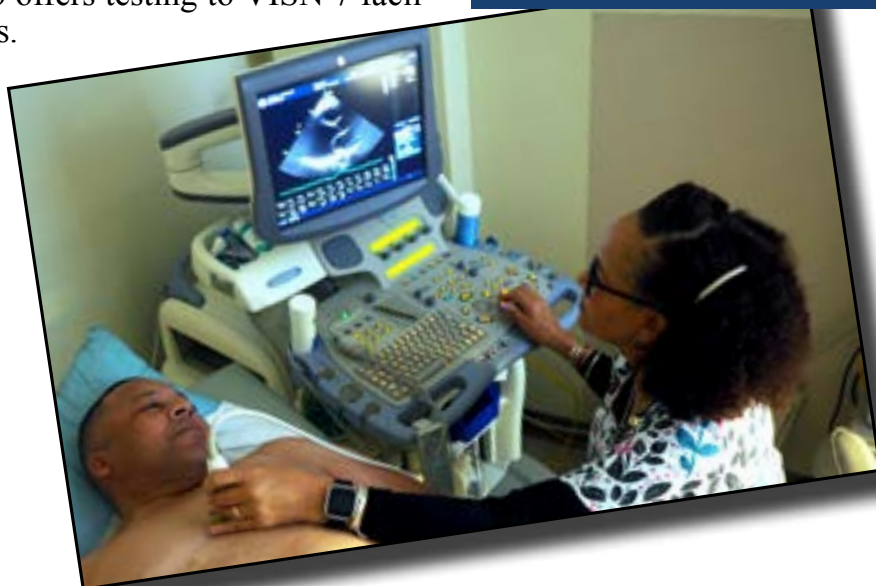
4,246

Inpatient Admissions



\$532.66M

Medical Care Budget



Army Veteran says VA “truly saved my life”

In 1999, when Tom Alligood retired from the U.S. Army, the last place he thought he'd end up was broke and homeless. However, after a series of unfortunate events in the six years following his retirement from the Army, that's exactly where Alligood found himself.

“I had hit rock bottom,” he said. “I had nowhere else to look, but up.”

When Alligood first retired, he landed a well-paying, night-shift supervisor position at local concrete block plant in Columbia. After working there for about 18 months, the plant manager moved on to another position, and Alligood was offered the promotion to plant manager.

“It was a decent paying job, but it really wasn't what I wanted to do,” Alligood added. “My heart just wasn't in it, but it was a job.”

He came to find out, only four months later, that neither the promotion nor the job were going to be permanent anyway. The owners of the plant were already in the works of selling the plant to a company based out of Virginia. Which, as Alligood stated, wasn't a bad thing in itself, except for the fact that leadership from the Virginia company came down to replace all the management and supervisors of the block plant with their own people.

Shortly after being laid off from the block plant, Alligood found himself selling life insurance. He admits that selling life insurance can be a pretty lucrative business ... when business is good. He said, “it's really an up and down type of job. When business is good – the money is good, but when business is slow...”

And after about four years of selling insurance, Alligood found himself in a position he most assuredly never dreamed possible – business was slow.

“I had used up all my savings and had taken out several loans to try to stay afloat,” he said. “I received an eviction notice. I was homeless for two or three

months; it felt like a year though. I lost hope.

“I felt as though I had nowhere else to turn,” Alligood said. “So, I turned to the VA to ask for help.”

It was at the Wm. Jennings Bryan VA Medical Center where Alligood was introduced to the Compensated Work Therapy program the VA offers to support Veterans through vocational case management and workplace support to facilitate continued employment success. Through the CWT program, Alligood was able to receive the treatment he needed, while working a job that had true meaning for him.

“As soon as I started working here, I felt a whole lot better about myself,” Alligood added. “This is where I needed to be.

“I was back with my family – my military family” Alligood said of both the Veterans he worked alongside and those Veteran-patients he served.

“I had two jobs previous to this one, but they were not regimented like the military life I was used to, nor did they have the feeling of belonging to a

team,” he said. “Working here just felt right.”

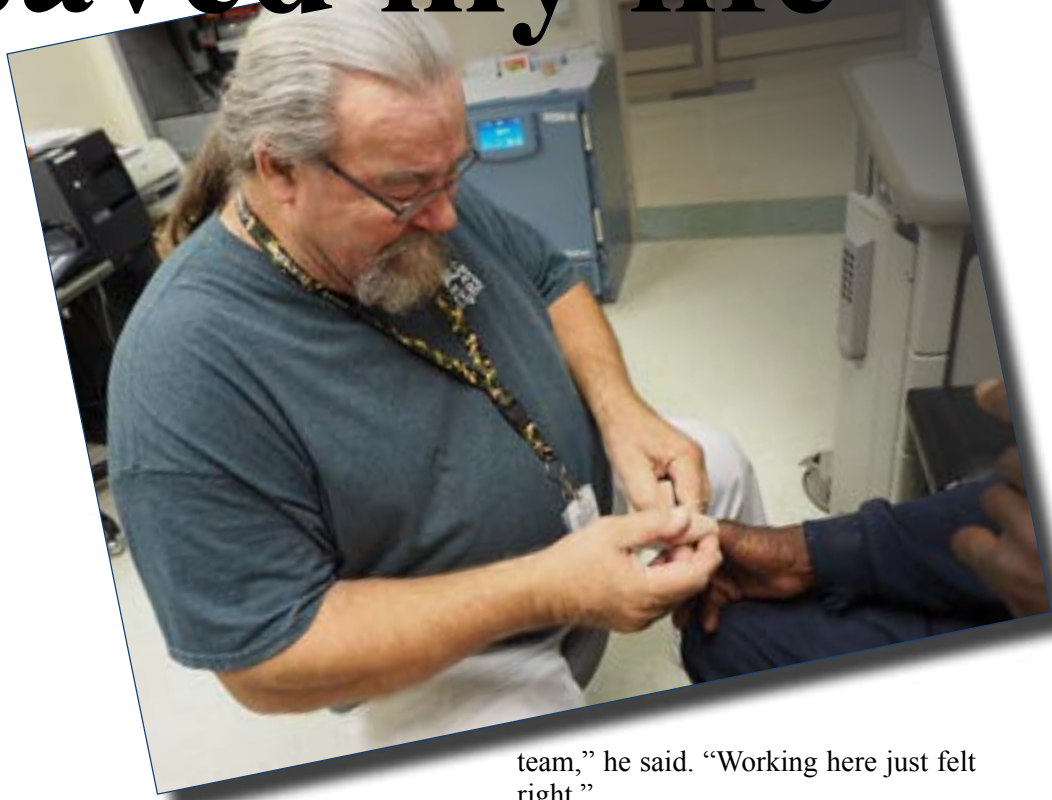
Alligood worked through the CWT program about four months as an escort/transporter for the Veterans in the facility – helping Veteran patients get to and from places in the hospital like from the emergency room to radiology or from the lab and other places within the facility.

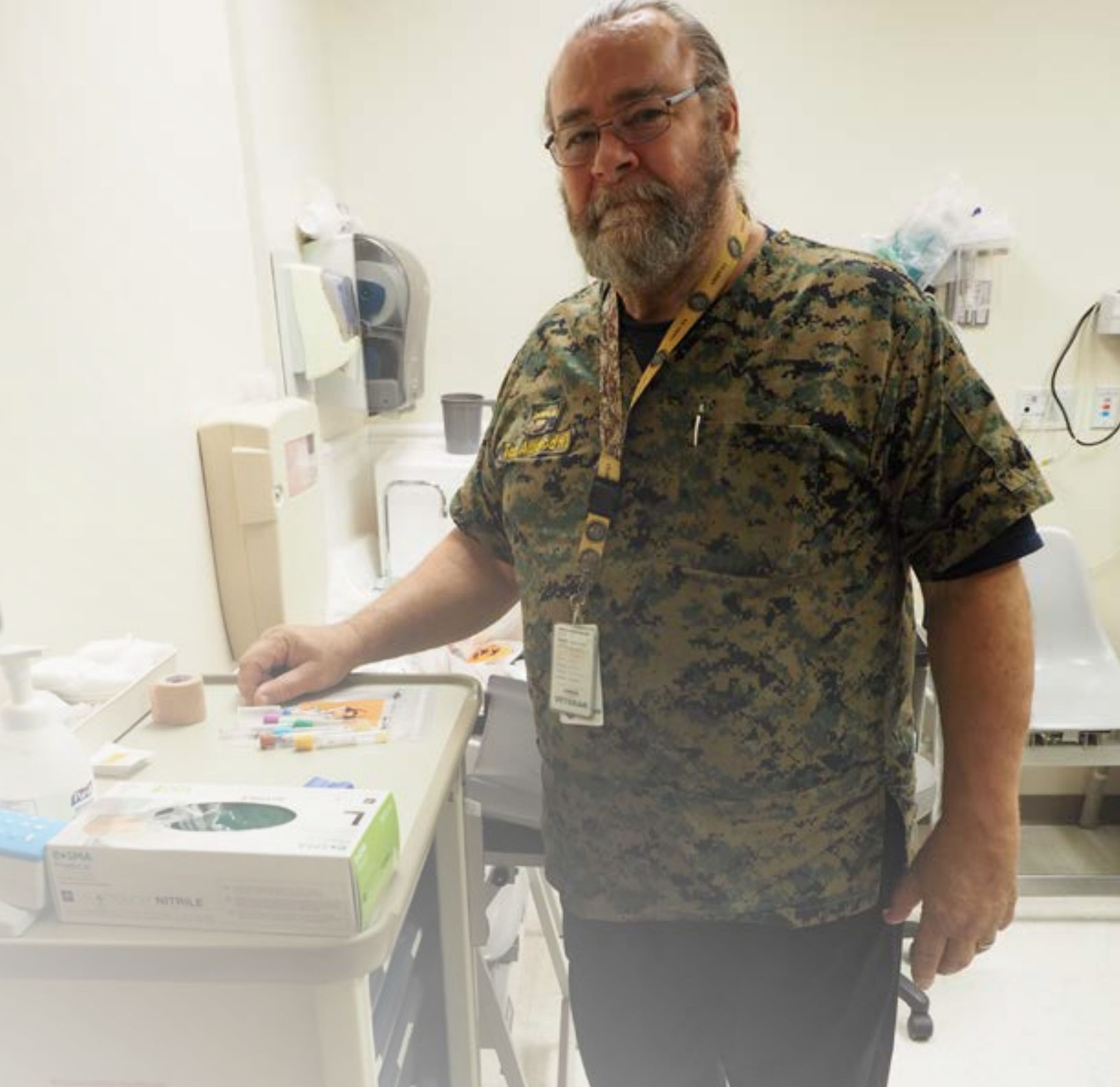
Then one day, he said Ruth Mustard, the associate director for nursing and patient services, approached him and asked, “If we paid for you to go to school to become a certified nursing assistant, would you come back work for us.” Alligood said he jumped at the opportunity.

In December 2006, after completing a 12-week course, Alligood became a certified nursing assistant, and the Dorn VAMC hired him full time to work with Veterans in the facilities Community Living Center.

“When I returned from school, I asked to work in the (emergency room), but Ruth said she really wanted me to work in the nursing home to hone my skills as a CNA,” he said.

“I loved it,” Alligood added. “Every day there was something different – a





new challenge every day.”

While working in the CLC, Alligood says he got to meet, talk with, and take care of some of “America’s heroes.”

“One of the first Veterans I had to take care of was a former tanker,” Alligood said. “That got me, because I was a tanker myself. But this gentleman was 95 years old and was at the Battle of the Bulge and he could tell you everything about it. That was just incredible.

“I worked with and cared for Veterans who fought in World War II – they stormed the beaches of Iwo Jima or the

shores of Normandy,” Alligood said. “These folks are heroes and they deserve the best.”

After about three years of caring for the Veterans who came through the CLC, Alligood jumped at the opportunity to transfer to the facility’s emergency department.

Now, for the last eight-plus years, Alligood has worked as a health technician in the Dorn VAMC emergency department.

“This is my family,” Alligood said. “I love working for the Veterans. I love working alongside my fellow Veterans

here at the VA. And I love working for the VA.

“I’m 65 years old and I can’t see myself doing anything else,” he added.

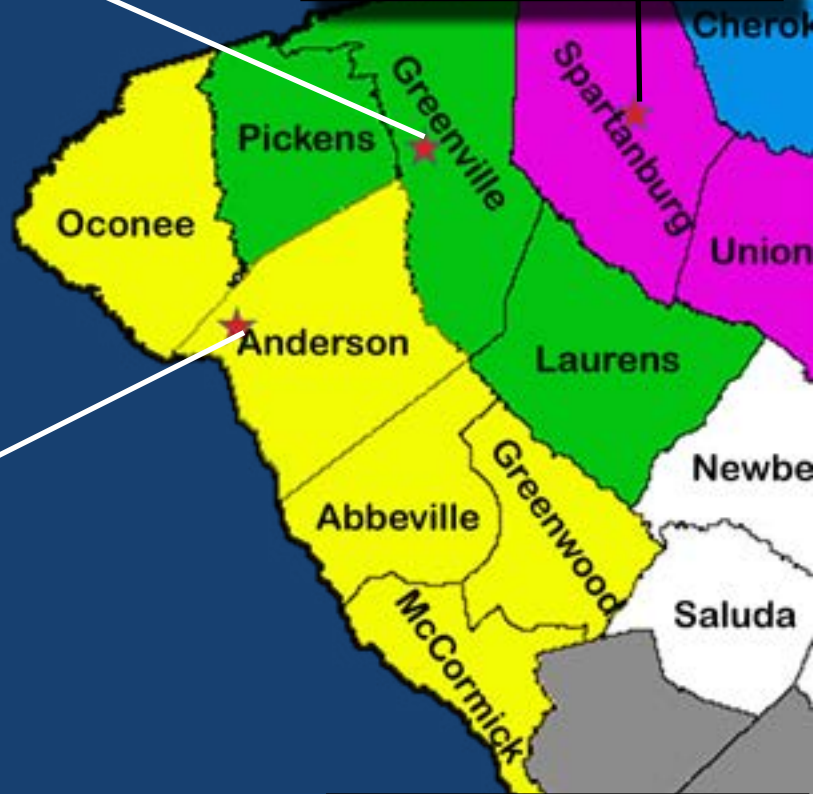
Reflecting back on his days just prior to coming to the VA for help, Alligood admitted, “Back then, when I was homeless and broke, I thought I was at the end of my line. I thought I had nowhere else to go. I was broke and homeless and I saw the VA as a last resort.

“The VA should have been my first choice,” Alligood said. “The VA truly saved my life.”



Greenville

Square footage: 78,740
Workload (FY-16): 98,747
Veterans serving: 18,722



Anderson

Square footage: 57,740
Workload (FY-16): 28,042
Veterans serving: 5,925

Orangeburg

Square footage: 4,751
Workload (FY-16): 21,432
Veterans serving: 2,720



Columbia VA Medical Center

- 97 acres on the Columbia campus
- 206-bed Level 1c primary, secondary, and tertiary care medical center
- More than 82,000 Unique Patients
- More than 8,400 Women Veterans
- More than 1 million outpatient visits
- Nearly 4,000 inpatient admissions
- More than 2,600 employees
- FY17 Budget more than \$530M
- 152 Academic Affiliations representing 91 institutions and 26 disciplines, with 830 trainees rotating every year.

Spartanburg

Square footage: 13,403
Workload (FY-16): 26,150
Veterans serving: 5,514



Rock Hill (contract)

Square footage: 11,717
Workload (FY-16): 32,032
Veterans serving: 7,590



Florence

Square footage: 11,482
Workload (FY-16): 35,538
Veterans serving: 7,074



Sumter

Square footage: 9,501
Workload (FY-16): 26,936
Veterans serving: 4,920



Homeless Veteran population sees marked decrease

Currently, Columbia's Homeless Program is meeting the national Housing and Urban Development/Veterans Affairs Supportive Housing (HUD/VASH) program's performance measures. An incredible 92 percent of Veterans leased up and 100 percent of our HUD/VASH vouchers are in use.

The Grant and Per Diem (G&PD) Program has averaged 95 percent occupancy of their beds and continue to improve their ability to release their Veterans into permanent housing.

The Homeless Program hosted two leasing events at the VA. The purpose of these events was to gather together all of the program participants in the housing process in one forum, to include the Columbia Housing Authority, the Supportive Services for Veterans Families providers, and the landlords, with the goal to have a "one stop shop" for the Veteran to assist and speed up their transition from homelessness to permanent housing. At least six Veterans have been housed as a result of the first event.

The Annual Homeless Program Stand Down had 127 Veterans participate and several were linked with Transitional housing immediately that day or referred to the HUD/VASH Program. The Homeless Program Stand Down is usually scheduled in October or November at Transitions Homeless Shelter.

Several VA staff participated in the point-in-time count this year and several Veterans were identified and placed into transitional housing on the spot. We are working with those identified Veterans to transition them from homelessness into permanent housing.



HCHV STAFF

OPERATION
STAND DOWN
WJB DORN VAMC





Community Engagement

Dorn VA Medical Center is supported by nearly 40 Veteran Service Organizations in the form of monetary donations and volunteer hours.

During Fiscal Year 2017, donations totaled nearly \$542,000 and volunteers contributed 62,076 hours of voluntary service. Currently, there are more than 400 scheduled volunteers. The total estimated resource impact is valued at more the \$1.96 million.

Voluntary Service continues to increase community partnerships and recruit volunteers for the medical center and community-based outpatient clinics. The annual Vets Charity Ride participation included more than 4,000 community participants. Voluntary Service developed an annual “Adopt-A-Basket” program. In 2017, more than 80 Veteran families received donated holiday baskets with food and gift cards.

Dorn VA leadership partnered with key community leaders to develop the Midlands Veterans Engagement Council (MVEC). The MVEC is comprised of representatives from Veteran Health Administration, Veteran Benefits Administration, National Cemetery Administration, South Carolina Army National Guard, and various community stakeholders to enhance engagement with Veterans in the community, specifically targeting the 65 percent of Veterans in South Carolina who are currently not enrolled with the VA. The council collaborates to create engagement opportunities in the community. The MVEC participated in the South Carolina National Guard’s Air and Ground Expo and Fort Jackson’s Retiree Appreciation Day.





Geriatrics and Extended Care

Our residential Community Living Center (CLC) reflects the VA's commitment to provide care that is resident focused and enhances Veteran choice.

Our CLC offers services geared toward assisting Veteran residents to achieve the highest level of function and experience dignity and comfort in their later years.

The CLC staff provides integrated, interdisciplinary care to ad-

dress Veterans' medical, functional, and psychosocial needs.

Care is provided in a manner in which work practices, care practices and the environment of care reflect individual preferences and attention to age specific needs in a setting reminiscent of home. Services are customer focused, Veteran-centric and data driven.

The CLC has been transforming the culture of care that recog-

nizes that individuals thrive in a setting where the care goals include achievement of the highest level of function.

Hospice is a designation for those Veterans whose death is expected. Warrior's Walk, the Hospice and Palliative Care Unit is a 14-bed unit which provides compassionate, specialized care for Veterans' end-of-life care with an enhanced focus on pain management and comfort care.



Becoming an MVP can change the future of Veterans health care



The Million Veterans Program (MVP) is a national, voluntary research program funded entirely by the Department of Veterans Affairs Office of Research & Development. The goal of MVP is to partner with Veterans receiving their care in the VA Healthcare System to study how genes affect health.

To do this, MVP needs to build the world's largest medical databases by collecting blood samples and health information from one million Veteran volunteers. Data collected from MVP will be stored anonymously for research on diseases like diabetes and cancer, and military-related illnesses, such as post-traumatic stress disorder.

As of December 2017, the Wm. Jennings Bryan Dorn VA Medical Center had enrolled more than 10,000 Veterans.

Eradicating Hep C in Veterans across the Midlands and Upstate



Hepatitis C is a contagious liver disease which ranges in severity from a mild illness lasting a few weeks to a serious, to a lifelong illness attacking the liver. It results from infection with the Hepatitis C virus, which is spread primarily through contact with the blood of an infected person.

The Centers for Disease Control and Prevention estimates between 2.7 and 3.9 million people in the United States have chronic Hepatitis C.

The good news is there is a cure.

The Hepatitis C treatment program at the William Jennings Bryan Dorn VA Medical Center has truly progressed over the past year. In early 2016, Congress approved the use of \$1.5 billion to treat Hepatitis C in the VA nationwide. Columbia promptly and excitedly joined the initiative. In the last 12 months, nearly 850 patients have been started on treatment and 98 percent of patients started on treatment

have been CURED from Hepatitis C.

Columbia has risen to the position of one of the top treatment facilities in the country, largely due to a strong commitment to do whatever is necessary to provide excellent patient care. All departments have come together with facility leadership in order to “think outside of the box” and reach every patient possible. Columbia currently treats patients through a clinic led by a Clinical Pharmacy Specialist.

A significant amount of support also comes from a Registered Nurse and an additional Clinical Pharmacy Specialist.

The newest exciting addition to the Hepatitis C initiative is the deployment of the Cardiac Mobile Unit on Fridays as the “Hepatitis C Mobile Treatment Unit.” The mobile unit is currently visiting the community-based outpatient clinics in order to provide treatment to patients unable to travel to Columbia for face-to-face appointments.



Leadership Priorities





Columbia VA is breaking new ground



Parking Garage
3.5 story facility
278 parking spaces
\$10 million

VA Police Headquarters
6,593 square-foot facility
\$3.3 million



Behavioral Health Center
15,000 square-foot facility
\$9.5 million



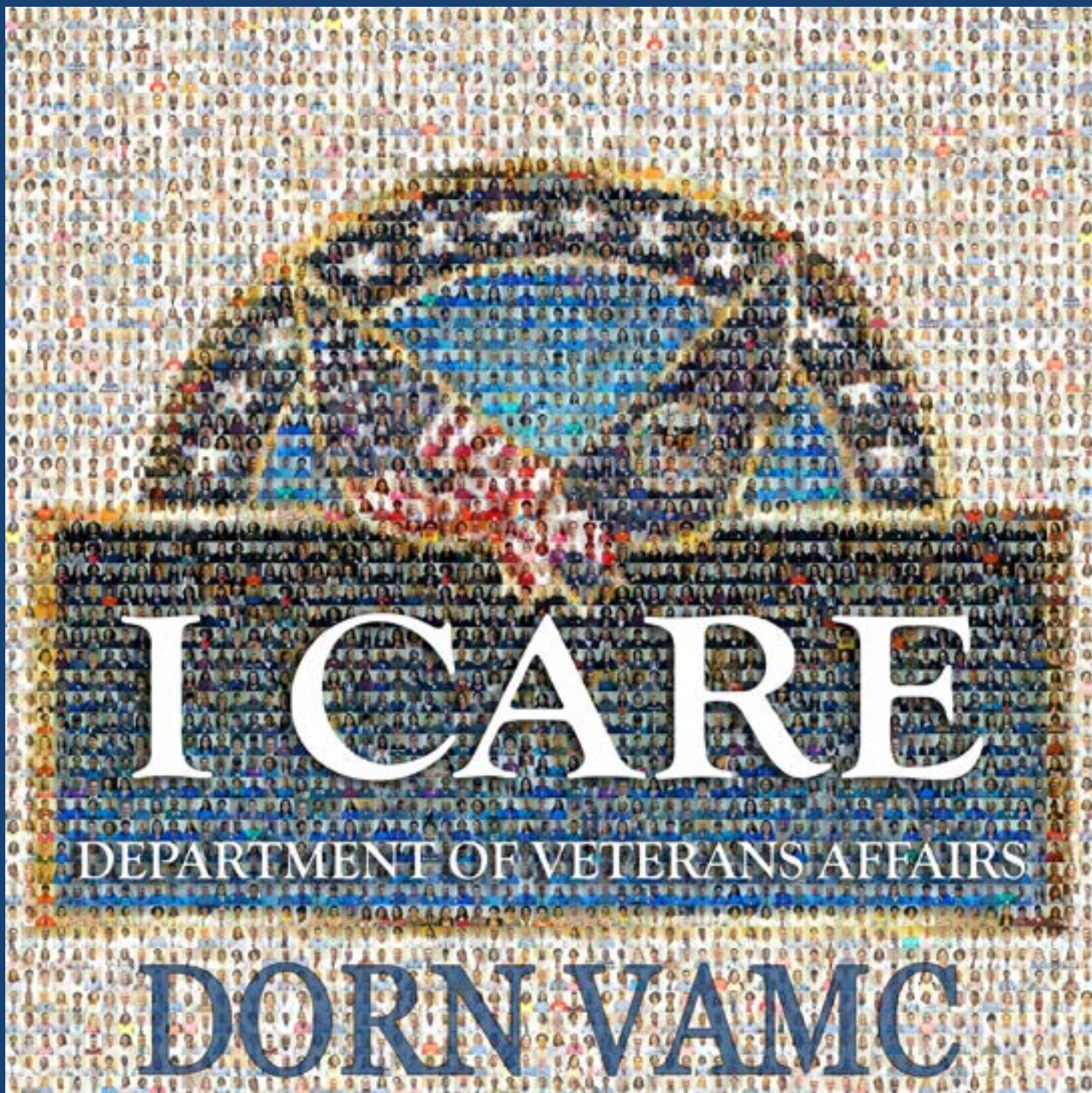
Prosthetics and Sensory Aid Center
16,500 square-foot facility
\$8.3 million



Center for Rehabilitative Services
15,000 square-foot facility
\$9.5 million

In all, more than \$114-million in construction projects is planned including projects like:

new perimeter fencing, Eye Clinic Center, and new community-based outpatient clinics for Florence, Orangeburg, Rock Hill, and Sumter.



VA

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VA Medical Center

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